MCI Communications Corporation

MCI

1801 Pennsylvania Avenue, NW
Washington, DC 20006

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ORIGINAL

October 23, 1997

Mr. William F. Caton, Acting Secretary
Federal Communications Commission
1919 M Street, N.W. -- Room 222
Washington, DC 20554

Re: Ex Parte CC Docket No. 96-98/ RM9101 - Implementation of the Local
      Competition Provisions of the Telecommunications Act of 1996

Dear Mr. Caton:

     A copy of the enclosed was delivered today to Jake Jennings, Radhika Karmarkar, Wendy
Lader, Brent Olson, David Kirschner, Michael Kende, Florence Setzer, Don Stockdale and
Richard Welch for inclusion in the record in the above referenced proceeding.

     Two copies of this Notice are being submitted to the Secretary of the FCC in accordance
with Section 1.1206(a)(1) of the Commission's Rules.

                                        Sincerely,

                                        Amy G. Zirkle

                                        Amy G. Zirkle

Enclosure

cc: Jake E. Jennings
       Radhika Karmarkar
       Wendy Lader
       Donald K. Stockdale Jr.
       Michael Kende
       David Kirschner
       Florence Setzer
       Brent Olson
       Richard Welch

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MCI's Additional Performance Measurement Requirements

Including Measurements & Standards, Reporting Requirements, and Standard Order Activities

September 29th, 1997

Version 1.1

MCI's Additional Performance Measurement Requirements

Including Measurements & Standards, Reporting Requirements, and Standard Order Activities

Additional Reporting Requirements:

The ILEC shall provide MCI with reporting on it's ability to meet the Performance Standards set forth in the Measurements Detail section of the LCUG Service Quality Measurements (SQMs) document. For comparative purposes, this performance must be reported for: (i) The ILEC and its retail customers; (ii) The ILEC's Affiliates; (iii) All CLECs; and (iv) MCI. In addition, the ILEC must disaggregate such reporting into specific dimensions of service and time. The reporting dimensions outlined in the LCUG SQMs document are: standard service groupings, standard order activities, pre-ordering query types, transmission quality parameters, speed of connection parameters, and disposition and cause. In addition to the dimensions outlined in the LCUG SQMs document, the dimension Time should be reported to adequately capture a true parity curve. This Time reporting dimension should be represented in tenths of seconds, seconds, minutes, hours or days depending on the measurement.

An example of disaggregated reporting across service and time dimension would be: % of 1-4 lines installed in the 1ˢᵗ day, 2ⁿᵈ day, 3ʳᵈ day, and > 10 days, etc.

Additional Measurements:

In addition to the measurements set forth in the LCUG Service Quality Measurements document, MCI must measure the following experiences to ensure that the end user experience is adequately measured. These measurements will serve to further ensure that local telephone service experiences are not negatively impacted simply by a customer choosing MCI as their local service provider. The tables below outline, by function, the necessary additional measurements and include a list of performance standards and formulas that are not a part of the LCUG SQMs document.

Ordering and Provisioning Function:	
Orders Not Completed Within Specified Intervals	
Measurement Objective:	
Measures the percentage and mean completion interval of orders completed and not completed within specified intervals.	
Standard Order Activities (Updated List Including Number Porting and Suspend, Block Restore):	
• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Local Number Porting • Move and Changes Activities • Feature Changes • Service Disconnects • Line Suspend, Block and Restore	
Performance Standards In Absence Of ILEC Results (Not Included In the LCUG SQMs Document):	**Reporting Dimensions:**
Number Porting: • Automated cut over time within 2 hours • Coordinated cut over time within 30 minutes **Suspend, Block, Restore:** • All orders completed within 5 business hours of receipt	• Standard Service Groupings • Standard Order Activities • Geographic Scope
Measurement Formulas (Not Included In the LCUG SQMs Document):	
• Mean Completion Interval • # of Orders Not Completed on Time x 100 Total # of Orders Completed	

MCI's Additional Performance Measurement Requirements

*Including Measurements & Standards, Reporting Requirements,
and Standard Order Activities*

Ordering and Provisioning Function:	
Orders Completed Within Specified Intervals	
Measurement Objective:	
Measures the percentage and mean completion interval of orders completed and not completed within specified intervals.	
Standard Order Activities (To Be Included In Existing LCUG List):	**Reporting Dimensions:**
• Local Number Porting • Line Suspend, Block and Restore	• Standard Service Groupings • Standard Order Activities • Geographic Scope
Performance Standards In Absence Of ILEC Results (Not Included In the LCUG SQMs Document):	
Number Porting: • Automated cut over time within 2 hours • Coordinated cut over time within 30 minutes **Suspend, Block, Restore:** • All orders completed within 5 business hours of receipt	
Measurement Formulas (Not Included In the LCUG SQMs Document):	
• $\dfrac{\text{\# of Orders Completed on Time}}{\text{Total \# of Orders Completed}} \times 100$ • Mean Completion Interval	

Ordering and Provisioning Function:	
Percent Flow Through Orders	
Measurement Objective:	
Measures the percent of total orders processed directly to legacy provisioning system without manual intervention.	
Standard Order Activities (Updated List):	**Reporting Dimensions:**
• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Local Number Porting • Move and Changes Activities • Feature Changes • Service Disconnects • Line Suspend, Block and Restore	• Standard Service Groupings • Standard Order Activities • Geographic Scope
Performance Standards In Absence Of ILEC Results (Not Included In the LCUG SQMs Document):	
Performance standard to be negotiated	
Measurement Formulas (Not Included In the LCUG SQMs Document):	
• $\dfrac{\text{\# Orders Processed Through Legacy}}{\text{Total Number Of Orders Sent}} \times 100$	

MCI's Additional Performance Measurement Requirements

Including Measurements & Standards, Reporting Requirements,
and Standard Order Activities

Ordering and Provisioning Function:	
Average Offered Interval	
Measurement Objective:	
Measures the average time from ILEC's receipt of an accepted service request to due date provided on order confirmation. Excludes orders where customer requested Due Date is beyond offered interval.	
Standard Order Activities (Updated List Including Number Porting and Suspend, Block Restore):	**Reporting Dimensions:**
• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Local Number Porting • Move and Changes Activities • Feature Changes • Service Disconnects • Line Suspend, Block and Restore	• Standard Service Groupings • Standard Order Activities • Geographic Scope
Performance Standards In Absence Of ILEC Results (Not Included In the LCUG SQMs Document):	
Performance standard to be negotiated	
Measurement Formulas (Not Included In the LCUG SQMs Document):	
Average Offered Interval	

Maintenance and Repair Function:	
Number And Percent Of Maintenance Failures	
Measurement Objective:	
Measures the total number of failures as the total number of trouble reports where the trouble was closed out with a code indicating that the fault was an ILEC service problem.	
Disposition and Cause (Existing LCUG List):	**Reporting Dimensions:**
• Out of Service No Dispatch • Out of Service With Dispatch • Hold Open for Monitoring • Customer Premise Equipment Trouble (including inside Wire) • No Trouble Found • Central Office Equipment • Interoffice Facilities • Loop/Access Line • All Other Troubles • No Access	• Standard Service Groupings • Disposition and Cause • Geographic Scope
Performance Standards:	
Performance standard to be negotiated	
Calculations:	
• $\frac{\text{\# Of Maintenance Failures}}{\text{\# Of Trouble Reports}} \times 100$	
Note: # of Maintenance Failures = Central Office Equipment + Interoffice Facilities + Loop/Access Line	